

# South Jordan City

## Job Description

**Title:** Operations Manager  
**Org:** 100500  
**Pay Grade:** 18

**Effective Date:** 1/3/16  
**FLSA:** Exempt  
**Workers Comp:** Municipal

### GENERAL PURPOSE

Manage support operations within the Public Works Department.

### SUPERVISOR

Associate Director

### POSITION(S) SUPERVISED

Cemetery Sexton  
Public Works Administrative Assistant  
Public Works Customer Service Assistant  
Fleet Assistant

### ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required, except for authorized leave.

Direct City Cemetery operations.

Oversee the department safety and training programs, including: planning and delivering monthly department safety training, working with the department safety team to accomplish program tasks and goals, establishing and maintaining department training needs for all employees.

Assist and coordinate with Risk Management for department emergency management plans and goals, including: reviewing and maintaining various emergency plans, coordinate with outside agencies for emergency response, and develop and maintain procedures documenting disaster and emergency resource response and usage.

Assist with department capital and operation project planning and execution.

Plan, organize, direct, and oversee front office operations, including: evaluating and assigning work in most efficient and effective manner, offer suggestions and implement programs/processes that will increase level of customer service given to residents/businesses/contractors, supervise front office staff and evaluate and implement training for staff in alignment with department objectives, and ensure proper front office staff coverage.

Support Public Works divisions with IT, capital/maintenance project planning, budgeting/purchasing and determine process improvement opportunities relating to the department.

Coordinate and serve as the liaison for Department IT infrastructure and software.

Assist department administration with special projects.

Perform other duties as assigned.

## MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Bachelor's degree in related field.

AND

B. Four years of work in a Public Works department; two (2) years of which have been in a supervisory capacity

2. Special Qualifications:

Valid Utah Class D Driver's License

3. Knowledge, Skills and Abilities:

Work effectively with other employees, elected officials, local agencies, and the general public.

Ability to organize and manage multiple projects.

Ability to supervise and motivate employees.

Skill in the art of diplomacy and cooperative problem solving.

Ability to communicate effectively with both supervisors and subordinates verbally and in writing.

Ability to recognize work-flow and process inefficiencies and be able to recommend, plan, and implement effective solutions.

Intermediate proficiency with principles and operating procedures of computer systems and related equipment.

Skill with common office desktop applications such as word processing, spreadsheets, databases, e-mail, graphics, etc. Knowledge of SQL.

Skill with using GIS program packages (ArcView) to input, edit, prepare and produce various maps, related to geographic database information, and other GIS tools and products.

4. Working Conditions:

Incumbent of the position performs in a typical office setting with appropriate climate control. Tasks require a variety of physical activities such as walking, standing, stooping, sitting, reaching, talking, hearing, seeing, and lifting (20-40 lbs.). Common eye, hand, finger dexterity required for most essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

*The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position*

### *Human Resources Use Only*

<b>Job Class:</b>	<b>Municipal Exempt</b>	<b>EEO-4 Class:</b>	<b>Official/Adm</b>
<b>Location:</b>	<b>Public Works Admin</b>	<b>EEOP Class:</b>	<b>Official/Adm</b>
<b>Group/BU:</b>	<b>General Pay Plan</b>	<b>Tech-Net Match:</b>	<b>None</b>